

We are expanding our team and looking for Customer Success Agents

About the Position

Our customers are both creative individuals and production teams all over the world who use our software to create scripts, films, TV shows, commercials, videos and many other different types of media.

They write us seeking answers to product, technical and sales questions. Sometimes they give us product suggestions and feedback. We receive their inquiries via our website, Twitter and Facebook. Each day may be quite different but they all have one thing in common: we help people resolve their question or issue so our customers can get back to doing what they do best -- creating.

Qualifications

- A passion to help people
- Previous experience in a technical customer support role
- Ability to defuse difficult conversations
- A love of technology
- Superb problem solving skills: ability to diagnose, debug and resolve technical issues
- Ability to recognize and escalate incidents that require urgent attention
- Superlative literacy, courtesy & etiquette
- Familiarity with screenwriting and video production roles and workflow (nice to have)

How to Apply.

Interested? Send your resume to info@celtx.com